

## Zap will be down for a few hours on Tuesday, 10.9, at 9PM PDT.

Changes from this release will be live on Wednesday, 10.10.

## 3, 2, 1... Contacts!

This release gives you more ways to manage your contacts—import, sort, and delete! We're also implementing on promised features and continuing to make them more consistent across desktop and mobile.

## Plenty of fish in the C(RM)

The screenshot shows the 'Contacts' page in the Zap CRM interface. At the top, there's a 'VIEW:' toggle with 'Agent' and 'Admin' options. A search bar is labeled 'Search by name, email, or phone'. To the right, there are buttons for 'Filters', 'Bulk Actions', and 'New Contact'. Below the search bar, it says '2 Selected of 333 contacts'. The main table has columns for 'NAME', 'ZAPSCORE', and 'MEDIAN PRICE'. Two contacts are listed: 'Chad Test' (Hot Buyer And Seller) and 'Mendy Whitehead' (Hot Buyer). Both have a 'High' ZAPSCORE and a 'MEDIAN PRICE' of '\$ 0'. A 'Bulk Actions' dropdown menu is open, showing options: 'Email', 'Tag', 'Share Website', 'Import', and 'Export'. The 'Share Website' option is highlighted. There are also 'Broker Lead' and 'Bulk Email' buttons for each contact, and an 'Actions' dropdown for each.

Share your website with not one, but multiple contacts. Click onto **Bulk Actions** from the Contacts page and select, **Share Website**. This will let you preview, edit, and send a welcome email, inviting users to your website.

## Share listings to Facebook, from Desktop!

The screenshot shows the 'Listings' page in the Zap CRM interface. It displays two listings. The first listing is for '9708 Orangewood Trail, Denton, TX 76207' with a 'ZAPSCORE' of 13667850 and a date of 8/9/2017. The second listing is for '4520 Mountain Oak St., Fort Worth, TX 76244' with a 'ZAPSCORE' of 13665423 and a date of 8/7/2017. Both listings are marked as 'ACTIVE'. A 'Share on Facebook' button is highlighted with a red box for the first listing.

You've got a new listing—nice job! Why not show it off? We first introduced this feature onto mobile, but now you can share your listings from desktop too. From the left navigation, select


the **Business** tab and go into **Listings**. Locate the listing you'd like to share and click the button, **Share on Facebook**.

Facebook lets you inform your network of what's new in your area. Get [creative](#) with it!


## Import your Google contacts

### Import Contacts

How would you like to import your Contacts?



Upload CSV file



Google Contacts

Download a [Sample CSV file](#) for reference on how to set up your Contacts

Sign in with your Google account and allow Zap to access your Contacts.

By having your contacts in Zap, you set up a single workspace to set reminders, track activity, and follow-up. Previously, we've offered options to import contacts from a CSV file or your phone. We'll be introducing improvements for these features soon! For now, we're integrating with Google to continue simplifying the process.

You can import your contacts using the **Add** button on the top toolbar or going into **Contacts** and selecting **New Contacts**. Once you're in, select to import your contacts using Google Contacts. By default, we'll import all your contacts, but you can choose to deselect ones you'd rather not add.

## Sort contacts by Last Login

208 Contacts					
<input type="checkbox"/>	NAME	ZAPSCORE	LAST LOGIN	MEDIAN PRICE	LAST CONTACT
<input type="checkbox"/>	★ Heather & Darren Harper Closed Buyer	Low	09/21/18	\$ 242,000	06/20/18
<div>Agent Lead   New Listing Alerts On   Test</div>					

Review how active your contacts have been by checking their Last Login directly from the Contacts page. This allows you to sort your contacts by their most recent login, and you can even do this on mobile!

## Reduce, reduce, recycle—in bulk!

The screenshot shows the 'Contacts' page in the Zap CRM interface. At the top, there are tabs for 'Agent' and 'Admin'. Below the tabs is a search bar labeled 'Search by name, email, or phone'. To the right of the search bar are buttons for 'Filters', 'Bulk Actions', and 'New Contact'. The main area displays a list of 341 contacts. The first contact, 'Trent & Heather Westerfield', is highlighted. A dropdown menu is open for this contact, showing options: 'Email', 'Tag', 'Share Website', 'Import', 'Export', and 'Delete'. The 'Delete' option is highlighted with a red box. Below the list, there is a note: 'Looking for something near downtown Denton, up to 200k.'

No one likes bad or outdated leads. Keep your database clean and up-to-date with options to delete in bulk.

From your **Contacts** page, click onto **Bulk Actions** and select **Delete**. If any of the contacts you've deleted are Broker Leads, you'll be asked to provide a reason. Agent leads will be completely deleted from your account whereas broker leads will be returned to your broker.

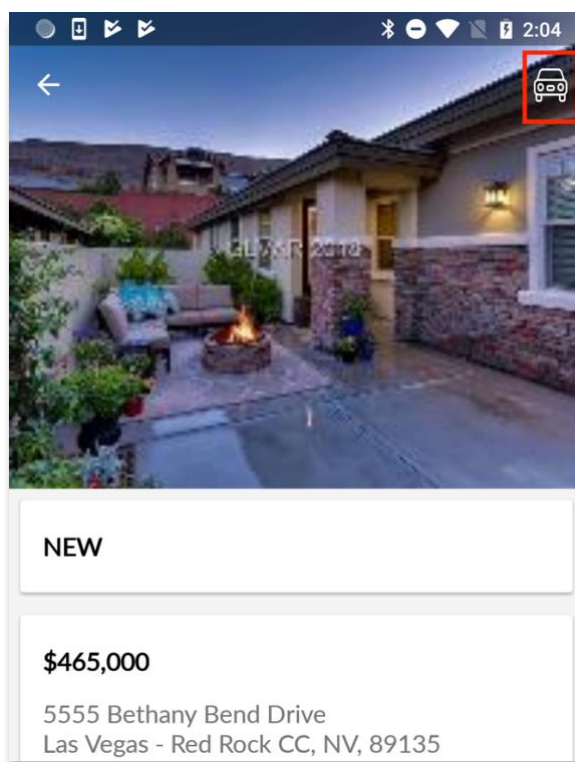
## It's the small things in life...

... that get to us. Like typos.

The screenshot shows the 'Basic Info' page for a contact in the Zap CRM interface. The page has tabs for 'Basic Info', 'ZapScore', 'Search Insights', 'Campaigns', 'Business', and 'History'. The 'Basic Info' tab is selected. The page is divided into two main sections: 'ACCOUNT INFO' and 'PERSONAL DETAILS'. In the 'ACCOUNT INFO' section, the 'Consumer Login' field is highlighted with a red box and contains the email address 'twesterfield@firsttxhomes.com'. Below this are fields for 'Status' (set to 'Hot'), 'Client Type' (set to 'Buyer'), and 'Agent Name' (set to 'Ben Burnside'). In the 'PERSONAL DETAILS' section, the 'Name' field is set to 'Trent & Heather Westerfield' and the 'Current Address' field is set to '(No street address provided)'.

Now, you have a way to fix them. If you've made a mistake entering a contact's log-in credential, you can now go back and edit it. Go into the contacts Profile and locate their Basic Info. Select the *pencil* icon beside Account Info.

## Mobile: From here to there to anywhere!



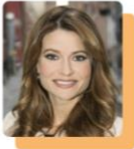
You're constantly on the move, from this showing to that. We want to help you find your way. Use your Zap mobile app to locate your next destination, whether it be from a Requests screen or Meetings screen. Then, tap on the *car* icon in the top right corner. Android users will be defaulted to Google Maps, whereas iPhone users can choose between iPhone or Google Maps.

## Mobile: Make an impression

We've always shown your contact information when consumers were using their internet browser. But now, Zap will display your agent name, photo, and number on the Home Details screen for mobile.

**Get started**

Our trusted local agent can answer your questions.



**Sandy Heath**

★★★★★ (42)

Oakland Agent | CalBRE #917371

(800) 891-8371

**ASK A QUESTION**

Take advantage of [agent impressions](#) by uploading a profile photo and asking your past contacts for reviews. Have your clients download the Zap Consumer App using your referral link so that—as long as they’re searching within your coverage area—they’ll always see your marketing.

## Bug fixes and improvements

### Improvements

- Last release, we let you add video to your team website. This release, we let you delete it too.
- Mobile: On iOS, we introduced the feature to log in using Fingerprint. This is now available to Android users from the Settings page.
- Mobile: This isn’t Twitter. We’ve removed the restriction which limited your character count for texts.
- Mobile: We’ve brought email images to mobile.
- Mobile: Admins, proxy agents from your phone.

### Bugs

- Internet Explorer users, Zap was saying your last contact with all your contacts was 2001. Either this was a busy year or a bug. We’ve fixed the latter.
- We identified a couple of issues with Follow-up Plans. With this fix, you’ll be able to properly preview your scripts and delete your plans.
- Inactive agents were still showing up on team websites. Moving forward, only active agents will appear.